Legislative
Assembly
of Ontario

Assemblée
législative
de l'Ontario

STANDING COMMITTEE ON THE OMBUDSMAN

FINAL REPORT

REVIEW OF THE OFFICE OF THE OMBUDSMAN, 1992-1997

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1st Session, 36th Parliament
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STANDING COMMITTEE ON THE OMBUDSMAN

Ontario

LEGISLATIVE ASSEMBLY
ASSEMBLÉE LEGISLATIVE

TORONTO ONTARIO
M7A 1A2

COMITE PERMANENT DE L'OMBUDSMAN

Ontario
Ministry of Finance
JUN 17 1998
Research and
Information Services

The Honourable Chris Stockwell
Speaker of the Legislative Assembly

Sir,

Your Standing Committee on the Ombudsman has the honour to present its Final Report on the Review of the Office of the Ombudsman, 1992-1997 and commends it to the House.

John R. O'Toole, M.P.P.
Chair

Queen's Park
September 1997

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PHILIP KAYE
Counsel to the Committee
and
Research Officer

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Origins of Review of the Ombudsman's Office

Five years ago, the Standing Committee on the Ombudsman observed in a report to the House that although the *Ombudsman Act* had been in effect since 1975, no comprehensive review of its effectiveness had ever been undertaken. The Committee felt that it was "natural at this stage in the history of the Office of the Ombudsman in Ontario"[1] that such a review should be conducted. It proposed that the Committee itself should carry out the review, with the purpose of assessing the effectiveness of the *Ombudsman Act* in achieving its objectives, and identifying possible improvements.

Before making this proposal in its *Nineteenth Report*, the Committee explained that since 1978, previous Ombudsmen and Committees had raised the need for legislative amendments. But no action had been taken until the introduction of Bill 80, the *Ombudsman Statute Law Amendment Act, 1989*, in November 1989 by Attorney General Ian Scott. Amongst other matters, Bill 80 authorized Ministries to make payments pursuant to a recommendation of the Ombudsman, and permitted the Ombudsman to bring court applications concerning the interpretation of the *Ombudsman Act*. The bill, however, died on the Order Paper after first reading, with the dissolution of the House in 1990.

In its *Nineteenth Report*, the Committee believed that Bill 80 contained a number of valuable amendments, but acknowledged that neither the previous nor the present Ombudsman supported all of the proposed changes. The Committee also noted that the Attorney General was not then planning to reintroduce the bill; however, he had said that he would welcome the Committee's comments on the need for the amendments in Bill 80, or any others. It was the Committee's conclusion that only a comprehensive review of the Ombudsman's Office could bring to light all the necessary changes.

History of Review

In July 1992, the House acted on the Committee's recommendation for a comprehensive review which would extend beyond the *Ombudsman Act* to the Ombudsman's Office as a whole, including the role of the Ombudsman Committee. In furtherance of this recommendation, it gave the Committee a broad mandate "to consider the review of the Office of the Ombudsman."[2]

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[1] Ontario, Legislative Assembly, Standing Committee on the Ombudsman, *Nineteenth Report 1991* (Toronto: The Committee, 1992), p. 57. This report was tabled in May 1992.

[2] Ontario, Legislative Assembly, *Journals*, 35th Parliament, 2nd Session (23 July 1992): 195.

A very extensive review has since taken place. It has stretched over two Parliaments, and has involved two sets of public hearings, one Working Paper, and two Committee reports (including this report which represents the completion of the review after five years). A chronological history is provided below.

1992-93: Committee Hearings and Report on Ombudsman's Office

The Committee's initial public hearings on the Ombudsman's Office were held between August and November 1992, and culminated in April 1993 with the tabling of a unanimous report in the House. Entitled *Review of the Office of the Ombudsman*, the report contained a total of 44 recommendations.

This 1993 report focused on the relationship between the Ombudsman and the Legislature, but also looked at issues pertaining to the Ombudsman's mandate, powers, and procedures. Among the matters addressed were

- the funding of the Ombudsman's Office, which involved the process for reviewing the Office's estimates;
- the Legislature's role in the ongoing operations of the Ombudsman's Office. This issue required an assessment of the Committee's role regarding
  - the management of the Office;
  - the making of rules for the guidance of the Ombudsman;
  - the examination of recommendation denied cases (that is, cases where a governmental organization has not adequately responded to the Ombudsman's recommendations); and
  - the handling of communications to the Committee from members of the public concerning investigations of their complaints by the Ombudsman;
- methods of monitoring the effectiveness of the Ombudsman's Office in achieving its objectives—in particular, annual reports and audits; and
- the process for appointing the Ombudsman.

The report had yet to be debated in the House when the provincial election was called in 1995.

1995-96: Committee Review of Report on Ombudsman's Office and Release of Working Paper

Following the election, in December 1995 the House referred the 1993 report to the current Committee for further consideration. After reviewing the report in February, March, and October 1996, the Committee approved in principle revisions to nine of the 44 recommendations. The Committee, however, believed that a second set of public hearings on the Ombudsman's Office was desirable before reaching any final conclusions on these revisions or the other recommendations. Accordingly, in October 1996 the revisions were released as part of a Working Paper. The Working Paper gave the Committee's rationale for the proposed changes, and highlighted the actual words which, as a consequence, might be added to, or removed from the recommendations.

1996-97: Committee Hearings on Report on Ombudsman's Office and on Working Paper

Notice of the most recent set of public hearings was given by means of both the Ontario Parliamentary Channel and the Internet. In addition, the Committee directly contacted those it believed had a special interest in the work of the Ombudsman's Office. Public hearings then began in November 1996 and finished in March of this year.

The Committee received oral and written submissions from both the public and private sectors, including Offices of the Ombudsman in Ontario, in other provinces, and internationally. We wish to thank all those individuals and organizations who took the time to convey their comments and concerns. These submissions have been carefully considered, and helped to ensure that our conclusions were reached with an understanding of the different perspectives on an issue.

Completion of the Review: Conclusions

Although almost two years have elapsed since the 1993 report was referred to us, we believe that the scope of that report warranted intensive study by this Committee. As mentioned above, we have twice reviewed each of the 44 recommendations: the first review was internal only and sought to formulate draft revisions for discussion purposes; our final review incorporated public hearings and has resulted in this report.

After conducting these reviews/hearings, **the Committee has decided unanimously to adopt as its own the recommendations made in the 1993 report, as revised in the Working Paper, but with the deletion of the original Recommendation 1 (systemic reviews).** Accordingly, we are making 42 recommendations. (The other recommendation from 1993

which we have deleted entirely pertains to the composition of the Committee. This deletion was proposed in the Working Paper.)

In putting forward these recommendations, we have been guided by the need to strike a balance between the principles of *independence* and *accountability*. On the one hand, the Ombudsman's independence from government is essential to maintaining the credibility and effectiveness of the Office. On the other hand, as "an officer of the Legislature" (*Ombudsman Act*, s. 2) who receives public funding, the Ombudsman must be held accountable to the Legislature. We believe that the Standing Committee on the Ombudsman—an all-party Committee whose membership must mirror the representation of recognized parties in the House—should be the principal mechanism for ensuring that accountability.

Our goal in making these recommendations is to provide Ontario with the most effective and efficient ombudsman services possible. We do not seek to diminish or interfere with the work of the Ombudsman, or to be intrusive in any way; rather our intention is to enhance the operations of that Office through what we believe are very positive recommendations. As acknowledged in the 1993 report, the Legislature has both an interest in facilitating the Ombudsman's work, and in the effective performance of the Office's functions.

Our recommendations are grouped below under the following headings:

- awareness of and accessibility to the Ombudsman (Recs. 1-4);
- the complaint-review process (Recs. 5-11);
- jurisdiction of the Ombudsman (Recs. 12-14); and
- the relationship between the Ombudsman and the Legislature (Recs. 15-42).

Proposed terms of reference for the Standing Committee on the Ombudsman are consolidated in the final recommendation—Recommendation 42. We are proposing that these terms of reference appear in both the *Standing Orders* and the *Ombudsman Act*.

Final Recommendations

Awareness and Accessibility

Public Education and Outreach

1. That the Ombudsman present, as part of an annual ombudsplan, proposed public education initiatives for each fiscal year.

2. That the Ombudsman, in developing a public education program, target those groups least likely to be aware of the Ombudsman's services, and that information on the process followed in reviewing complaints be provided; and

   That government departments and agencies be required to make information on the Ombudsman's services available at all public service contact points.

3. That the Ombudsman report annually on the public education activities undertaken, and that this include a statement of specific objectives, the nature and number of activities undertaken, and an evaluation of how effective those programs were in advancing the stated objectives.

4. That the Act be amended to provide that the Ombudsman may engage in public education to inform members of the public of the Ombudsman's function.

Complaint-Review Process

Complaints in Writing

5. That the Act be amended to provide that:

   (a) a complaint to the Ombudsman may be made orally or in writing:

   (b) a complaint which is made orally shall be put in writing as soon as practicable; and

   (c) the Ombudsman or his or her employees shall provide assistance in the formulation of a complaint to any person who requires it.

Public Comment on Investigations

6. That the Act be amended to provide that the Ombudsman may, where he or she considers it to be in the public interest

or in the interests of any person or governmental organization, comment publicly by means of a special report to the Assembly in order to make known the existence of an investigation or the outcome of a particular case; and

That the amendment should further provide that no such comments may be made during the course of an investigation and that no such comments may be made concerning the merits of a complaint to be investigated or for the purpose of achieving implementation of the Ombudsman's recommendations.

Special Reports on Performance of Duties

7. That the Act be amended to provide that the Ombudsman may makc special reports to the Assembly respecting any matter relating generally to the performance of the Ombudsman's duties.

Problems with respect to the Freedom of Information and Protection of Privacy Act

8. That the Standing Committee on the Ombudsman consult with the Ombudsman, the Information and Privacy Commissioner and Management Board of Cabinet, to determine whether confidential information provided by the Ombudsman to governmental organizations should be specifically exempted from disclosure under the *Freedom of Information and Protection of Privacy Act*.

Court Applications to Interpret Provisions of the Act

9. That s. 14(5) of the Act be amended to provide that the Ombudsman may apply to the Divisional Court for a declaratory order,

   (a) concerning the Ombudsman's jurisdiction to investigate any case or class of cases under this Act; or

   (b) concerning the interpretation of any provision of this Act.

Government's Ability to Implement the Ombudsman's Recommendations

Payments to Complainants

10. That the Act be amended to enable governmental organizations to make payments to complainants where the

Ombudsman has recommended that such a payment be made.

Ability to Reconsider Decisions

11. That the Act be amended to provide that governmental organizations which do not already have a power to reconsider their decisions may authorize the reconsideration of a decision or recommendation upon receiving a recommendation of the Ombudsman to do so; and

That the Act be amended to provide that notice of the reconsideration shall be given to those who were entitled to be heard with respect to the original decision, and to provide that those individuals be given the opportunity to make representations respecting the reconsideration of the decision.

Jurisdiction

Schedule of Organizations

12. That the Act be amended to provide that for the purposes of the Act a governmental organization includes a governmental organization set out in the Schedule;

That the Act be amended to provide that the Lieutenant Governor in Council may add governmental organizations to the Schedule by order; and

That the Committee consult with the Ombudsman and any governmental organization concerned to identify the form of the Schedule.

Clarification of Existing Jurisdiction

Administrative Tribunals

13. That the Committee consider, as part of its proposed review of the need for new rules, whether there is a need to formulate rules to govern how the Ombudsman conducts investigations of tribunal decisions.

Cabinet Decisions

14. That the Act be amended to provide that the Ombudsman does not have the jurisdiction to review Cabinet decisions.

Relationship between the Ombudsman and the Legislature

Mandate and Funding of the Ombudsman

Legislative Framework

15. That the Standing Orders of the Legislative Assembly be amended to provide that the Committee shall monitor and review the Ombudsman's exercise of his or her functions and report any changes to the *Ombudsman Act* that the Committee considers desirable.

16. That the *Ombudsman Act* be amended to provide that the Ombudsman shall, at the request of the Standing Committee on the Ombudsman, attend at the meetings of the Committee to assist it in the fulfilment of its mandate.

17. That the proposed terms of reference of the Standing Committee on the Ombudsman, as set out in Recommendation 42 of this report, be included in the *Ombudsman Act*.

18. That responsibility for developing and introducing amendments to the *Ombudsman Act* be assigned to the Standing Committee on the Ombudsman; and

    That the procedures which govern the consideration of government bills apply to amendments introduced by the Committee.

Appointment Process

19. That s. 3 of the *Ombudsman Act* be amended to provide that the Ombudsman shall be appointed by the Lieutenant Governor in Council on the address of the Assembly only after a recommendation by a majority of the Members of the Standing Committee on the Ombudsman. Such majority shall include at least one Member from each official party in the Assembly.

Term of Office

20. That s. 4(1) of the *Ombudsman Act* be amended to provide for a term of office of six years.

21. That s. 4(2) of the *Ombudsman Act* [dealing with the retirement of the Ombudsman] be removed.

Funding

22. That the estimates of the Ombudsman no longer be referred to the Estimates Committee but that in the future those estimates be referred to the Standing Committee on the Ombudsman; and

    That the process followed for the review of other estimates under the Standing Orders apply, and in particular that the Committee's proceedings be held in public and briefing material be provided as required by the Standing Orders.

23. That the *Ombudsman Act* be amended to provide that the Ombudsman shall present his or her estimates directly to the Standing Committee on the Ombudsman; and

    That the Act be amended to provide that the Committee shall review and, as it considers proper, alter the estimates presented by the Ombudsman and cause the estimates as altered to be laid before the Assembly.

    Note: As explained in the 1993 report, the Ombudsman's estimates are initially reviewed by the Board of Internal Economy. After receiving the Board's approval, they are tabled in the House and deemed to be referred to the Standing Committee on Estimates. Recommendation 22 would imply retaining the estimates role of the Board of Internal Economy, whereas Recommendation 23 would remove that role entirely—the estimates would be presented solely to the Ombudsman Committee. If Recommendation 23 were to be adopted, then Recommendation 22 would become unnecessary.

Direction and Control of the Ombudsman's Office

Operation and Management of the Office

24. That the Standing Orders of the Legislative Assembly be amended to provide that the Committee shall monitor and review the Ombudsman's exercise of his or her functions, which shall include inquiring into and reporting on any matters which the Committee believes should be brought to the attention of the Assembly.

25. That the Standing Orders of the Legislative Assembly be amended to provide that the Ombudsman shall discuss with the Committee his or her annual ombudsplan which shall set out major projects for the forthcoming year.

Rules for the Guidance of the Ombudsman

26. That the Act be amended to provide that the Assembly's rule-making power shall be exercised through the Standing

Committee on the Ombudsman, which shall give the Ombudsman reasonable notice of its intention to make rules and shall invite the Ombudsman, and other interested parties, to make representations concerning any proposed rules.

27. That the Committee undertake an examination of areas in which rules should be formulated, and that this review be commenced at the earliest possible time.

Ombudsman's Investigation of Complaints

Reports Referred to the Legislature

28. That Recommendation 7 in the *Nineteenth Report (1991)* of the Standing Committee on the Ombudsman be adopted. This involves the establishment of the following rule:

    (1) Following the submission of a report to the Assembly pursuant to s. 21(4) of the Act, the Ombudsman shall continue to monitor the governmental organization's response to the recommendations made by the Ombudsman, and by the Standing Committee on the Ombudsman, in relation to the report.

    (2) For the purposes of subs. (1), such monitoring shall include continuing to assess the adequacy of the governmental organization's further response, bringing developments in this respect to the attention of the Standing Committee on the Ombudsman, and reporting in the Ombudsman's Annual Reports on the status of all such recommendations outstanding.

29. That the *Ombudsman Act* be amended to provide that after the Ombudsman has made a report to the Assembly he or she shall continue to assist the Standing Committee on the Ombudsman in the review and consideration of the report.

30. That the Act be amended to provide that the Ombudsman shall include in each annual report a description of each case in which a formal recommendation has been presented by the Ombudsman to a governmental organization—that is, cases in which a tentative or final report is presented to a governmental organization. The description of each case

should include the corrective measures taken by the organization involved.

Complaints About Ombudsman Investigations

31. That the Committee no longer review complaints from the public with a view to making recommendations with respect to the Ombudsman's handling of a particular case.

32. That the Ombudsman establish a procedure, in consultation with the Committee, to address complaints from the public about the service provided by the Office of the Ombudsman, and that the Ombudsman report annually on the nature and disposition of the complaints received. The procedures adopted and the form of reporting should be established as rules for the guidance of the Ombudsman.

33. That the *Ombudsman Act* be amended to provide that for the purpose solely of assisting the Committee in the formulation of rules for the guidance of the Ombudsman, the Ombudsman may disclose information which concerns his or her handling of an investigation, where the Ombudsman has received the authorization of the complainant concerned to discuss the matter with the Committee. The amendment should also provide that the Committee shall not disclose or publish the information without the consent of those concerned.

Monitoring the Office of the Ombudsman's Achievement of Its Objectives

Annual Reports

34. That rules be established to guide the Ombudsman in the information to be presented in the Ombudsman's annual reports; and

    That the Ombudsman consult with the Committee, through its counsel, with respect to the statistics to be provided in the annual report, and that the possibility of preparing a statistical supplement to the report be considered.

35. That the Ombudsman's annual reports provide statistics on complaint handling and outreach work, and in particular, that the statistics presented provide a clear picture of the nature of complaints, the effectiveness with which they are processed and the nature of the outcomes achieved.

36. That the Ombudsman include in his or her Annual Reports the following information:

    (a) comparative data from the previous fiscal year; and

    (b) graphs which show the number of complaints brought against a particular governmental organization and the stage at which those complaints were resolved.

Audits

37. That the Provincial Auditor conduct value for money audits of the Office of the Ombudsman on a regular basis.

38. That the Provincial Auditor continue to be responsible for conducting audits of the Office of the Ombudsman.

39. That the *Ombudsman Act* be amended to provide that the Office of the Ombudsman shall be required to adhere to Management Board of Cabinet's *Directives and Guidelines*. The Act should further provide that rules may be established to provide for the non-application of the *Directives and Guidelines* where the Committee determines that their application would be inappropriate.

40. That the Provincial Auditor report the results of audits of the Office of the Ombudsman to the Public Accounts Committee which shall refer them to the Standing Committee on the Ombudsman.

Legislature's Fulfilment of Its Responsibilities

Debate of Reports

41. That the Standing Orders be amended to provide that the reports of the Standing Committee on the Ombudsman shall be deemed to be adopted at the end of the session following the session during which the report is tabled, unless before that date a vote has been held on the motion to adopt the report.

Proposed Terms of Reference for the Standing Committee on the Ombudsman

42. That the Standing Orders be amended to provide that the Standing Committee on the Ombudsman shall have the following terms of reference:

The Standing Committee on the Ombudsman shall have the following responsibilities:

(a) to provide a legislative link and sounding board for the Ombudsman, with a view to advancing the Ombudsman's fulfilment of his or her functions.

(b) to review and consider any report or recommendation submitted to the Legislature by the Ombudsman, and to report to the Legislature the results of its review, as well as its recommendations;

(c) to monitor and review the Ombudsman's exercise of his or her functions, and in particular:

to inquire into and report on any matter which the Committee believes should be brought to the attention of the Assembly; and

to recommend any change the Committee considers desirable to the *Ombudsman Act*;

(d) to review and alter, as it considers proper, the estimates presented by the Ombudsman, and to cause the estimates as altered by the Committee to be laid before the Assembly;

(e) to review and consider the results of audits conducted of the Office of the Ombudsman as referred to it by the Public Accounts Committee;

(f) to develop and introduce to the Legislature any amendments to be made to the *Ombudsman Act*;

(g) to make general rules for the guidance of the Ombudsman in the exercise of his or her functions;

(h) to place with the Assembly suitable nominations for consideration for appointment as Ombudsman; and

(i) to discuss with the Ombudsman his or her annual Ombudsplan.

APPENDIX A

LIST OF WITNESSES

UNION OF INJURED WORKERS OF ONTARIO
Phil Biggin
Maurice Stewart

George Aregers

Daniel Jacoby
Ombudsman of the Province of Quebec

Gordon McGlone

Jack Stapleton

Christos Kourtsidis

WORKERS' COMPENSATION APPEALS TRIBUNAL
Ron Ellis

INJURED WORKERS' CONSULTANTS
Orlando Buonastella
John McKinnon
Domenic Acierno

David Warner
Speaker of the Ontario Legislature, 35th Parliament

APPENDIX B

FORMER COMMITTEE MEMBERSHIP 1992-1997

1st Session 35th Parliament

Committee STANDING COMMITTEE ON THE OMBUDSMAN

General Information

Date of Appointment	Wednesday, 28 November 1990	Wednesday, 20 Nov 1991
Date of Organization Meeting	Wednesday, 5 December 1990	
Date of Last Meeting	Tuesday, 10 March 1992	
Chair	Mark A. Morrow, M.P.P.	
Vice-Chair	Drummond White, M.P.P.	Christel Haeck, M.P.P.

Members and Date of Appointment

A. Curling (Scarborough-North)	28 November 1990	
N. P. Duignan (Halton North)	28 November 1990	
J. Fawcett (Northumberland)	28 November 1990	
J. Henderson (Etobicoke-Humber)	28 November 1990	
R. J. Huget (Sarnia)	28 November 1990	
G. Mammoliti (Yorkview)	28 November 1990	
I. Mathyssen (Middlesex)	28 November 1990	
M. A. Morrow (Wentworth West)	28 November 1990	
W. R. Murdoch (Grey)	28 November 1990	
P. Wessenger (Simcoe Centre)	28 November 1990	
D. White (Durham Centre)	28 November 1990	8 January 1992
E. Witmer (Waterloo North)	28 November 1990	
P. Kormos (Welland-Thorold)		15 April 1991
G. Wilson (Kingston and The Islands)		15 April 1991
C. Haeck (St. Catharines-Brock)		24 September 1991
I. Scott (St. George-St. David)	27 November 1991	
Z. Akande (St.Andrew-St.Patrick)		8 January 1992
Clerk Franco Carrozza		

2nd Session 35th Parliament

Committee	STANDING COMMITTEE ON THE OMBUDSMAN

General Information

Date of Appointment	Tuesday, 14 April 1992
Date of Organization Meeting	Wednesday, 22 April 1992
Date of Last Meeting	Thursday, 11 March 1993
Chair	Mark Morrow, M.P.P.
Vice-Chair	Christel Haeck, M.P.P.

Members and Date of Appointment

Zanana Akande (St.Andrew-St.Patrick)	14 April 1992
Dennis Drainville (Victoria-Haliburton)	14 April 1992
Noel Duignan (Halton North)	14 April 1992
Christel Haeck (St.Catharines-Brock)	14 April 1992
Jim Henderson (Etobicoke-Humber)	14 April 1992
Paul Johnson (Prince Edward-Lennox-South Hastings)	14 April 1992
Frank Miclash (Kenora)	14 April 1992
Mark Morrow (Wentworth East)	14 April 1992
Bill Murdoch (Grey)	14 April 1992
Anthony Perruzza (Downsview)	14 April 1992
David Ramsay (Timiskaming)	14 April 1992
Elizabeth Witmer (Waterloo North)	14 April 1992

Clerk Franco Carrozza

Committee	Standing Committee on the Ombudsman

General Information

Date of Appointment	Tuesday, 20 April 1993
Date of Organization Meeting	Wednesday, 28 April 1993
Date of Last Meeting	Wednesday, 22 June 1994
Chair	Tony Rizzo, M.P.P.
Vice-Chair	Gary Wilson, M.P.P.

Members and Date of Appointment

Donald Abel (Wentworth North)	20 April 1993	
Zanana Akande (St. Andrew-St. Patrick)	20 April 1993	
Dennis Drainville (Victoria-Haliburton)	20 April 1993	to 6 October 1993
Jim Henderson (Etobicoke-Humber)	20 April 1993	
Tony Martin (Sault Ste. Marie)	20 April 1993	
Frank Miclash (Kenora)	20 April 1993	
Mark Morrow (Wentworth East)	20 April 1993	to 6 October 1993
Bill Murdoch (Grey)	20 April 1993	
David Ramsay (Timiskaming)	20 April 1993	
Tony Rizzo (Oakwood)	20 April 1993	
Chris Stockwell (Etobicoke West)	20 April 1993	
Gary Wilson (Kingston and the Islands)	20 April 1993	
Mike Cooper (Kitchener-Wilmot)	6 October 1993	
Karen Haslam (Perth)	6 October 1993	
Clerk Franco Carrozza		
Todd Decker		

Committee	Standing Committee on the Ombudsman

General Information

Date of Appointment	Thursday, 2 November 1995	
Date of Organization Meeting	Wednesday, 15 November 1995	Wednesday, 30 April 1997
Date of Last Meeting		
Chair	John L. Parker, M.P.P.	John R. O'Toole, M.P.P.
Vice-Chair	Tom Froese, M.P.P.	Trevor Pettit, M.P.P.

Members and Date of Appointment

Mrs. E. Caplan	2 November 1995	Until January 28 1997
Mr. C DeFaria	2 November 1995	Until April 28 1997
Mr. E. Doyle	2 November 1995	Until
Mrs. B. Fisher	2 November 1995	Untll April 28 1997
Mr. T. Froese	2 November 1995	Untll April 28 1997
Mr. D. Galt	2 November 1995	Untll January 20 1997
Mr. P. Hoy	2 November 1995	
Mr. L. Jordan	2 November 1995	Until April 28 1997
Mr. J.-M. Lalonde	2 November 1995	
Mr. R. Marchese	2 November 1995	
Mr. J. Parker	2 November 1995	
Mr. C. Stockwell	2 November 1995	Until October15 1997
Mr. B. Vankoughnet	2 November 1995	Until April 28 1997
Mr. L. Wood	2 November 1995	
Mrs. L. Ross	15 October 1996	Until November 19 1996
Mr. Vankoughnet	19 November 1996	Until April 28 1997
Mrs. M. Marland		Until January 20 1997
Mr. G. Stewart		Until April 28 1997
Mr. J. O'Toole	20 January 1997	
Mr. B. Murdoch	20 January 1997	
Mr. R. Patten	28 January 1997	Until May 1 1997
Mr. D. Boushy	28 April 1997	
Mr. B. Crozier	28 April 1997	
Mr. R. Johnson (Brantford)	28 April 1997	
Mr. G.L. Leadston	28 April 1997	
Mr. Al. McLean	28 April 1997	

Members and Date of Appointment

Mr. J. Ouellette	28 April 1997
Mr. T. Pettit	28 April 1997

Clerk: Todd Decker, Lisa Freedman, Franco Carrozza

APPENDIX C

LIST OF EXHIBITS

EXHIBIT LIST

EXHIBIT NO. 1/01/015	UNION OF INJURED WORKERS OF ONTARIO INC. - Submission dated Jan 29, 1997.
EXHIBIT NO. 1/01/016	FRANK TOTH - Letter dated Nov 30, 1996.
EXHIBIT NO. 1/01/017	THE HONOURABLE GERALD S. LAPKIN, POLICE COMPLAINTS COMMISSIONER - Letter dated 4 December 1996.
EXHIBIT NO. 1/01/018	JAMES C.G.SHEAN - Letter dated 28 November 1996.
EXHIBIT NO. 1/01/019	FAYE M. KERR - Letter dated November 26, 1996.
EXHIBIT NO. 1/01/020	FAYE KERR - Letter dated Nov 26, 1996.
EXHIBIT NO. 1/01/021	JOHN WARK - Letter dated December 9 1996.
EXHIBIT NO. 1/01/022	JOHN WARK - Letter dated December 5, 1996.
EXHIBIT NO. 1/01/023	JOHN WARK - Letter dated 9 December 1996.
EXHIBIT NO. 1/01/024	JOHN WARK - Letter dated 21 January 1997.
EXHIBIT NO. 1/01/025	UNITED STATES ASSOCIATION OF OMBUDSMEN - Letter dated November 26 1996.
EXHIBIT NO. 1/01/026	AL SPEYERS - Letter dated December 2, 1996
EXHIBIT NO. 1/01/027	OFFICE OF THE PUBLIC PROTECTOR, DANIEL JACOBY, QUEBEC PUBLIC PROTECTOR - Submission dated February 4 1997.
EXHIBIT NO. 1/01/028	GORDON MCGLONE - Submission dated January 21, 1997.
EXHIBIT NO. 1/01/029	JACK STAPLETON - Submission.
EXHIBIT NO. 1/01/030	CHRISTOS KOURTSIDIS - Submission.

EXHIBIT NO. 1/01/031	INJURED WORKERS' CONSULTANTS - Submission dated 12 February 1997.
EXHIBIT NO. 1/01/032	DAVID WARNER, FORMER SPEAKER OF THE ONTARIO LEGISLATURE - Submission dated 12 February 1997.

Legislative
Assembly
of Ontario

Assemblée
législative
de l'Ontario

STANDING COMMITTEE ON THE OMBUDSMAN

FINAL REPORT

REVIEW OF THE OFFICE OF THE OMBUDSMAN, 1992-1997

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1st Session, 36th Parliament
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